

Correct NPIs on Service Authorization Requests FAQs

1. Why is submitting the correct NPI important?

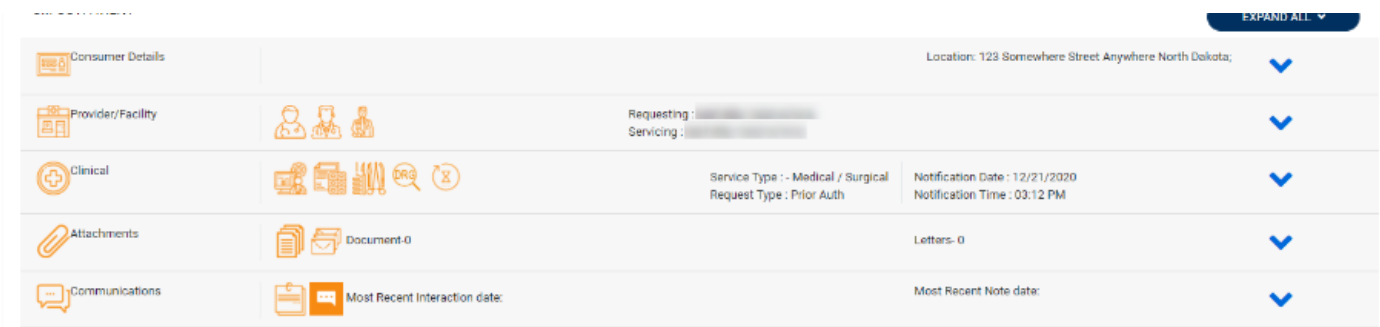
*** correct NPIs must be submitted to Kepro in order for the claim to adjudicate & pay for the service(s) requested***

2. Which NPIs are important to submit?

*** providers should submit BOTH the NPIs of servicing provider (this is the clinic NPI not individual) AND facility of where service is being performed. These are different and may differ from the submitting provider NPI***

3. The Atrezzo Portal isn't specific as to where I should enter this information. Where should we document the NPIs so that we get paid correctly?

*** see below picture of **Communications** option. Before submitting request, click open the blue carrot on the right-hand side of the screen & enter the correct NPIs in the note section***



Consumer Details		Location: 123 Somewhere Street Anywhere North Dakota;	EXPAND ALL
Provider/Facility		Requesting : Servicing :	
Clinical		Service Type : - Medical / Surgical Request Type : Prior Auth	Notification Date : 12/21/2020 Notification Time : 03:12 PM
Attachments		Document-0	Letters: 0
Communications		Most Recent Interaction date:	Most Recent Note date:

4. Who should I contact if I have further questions or need an NPI change?

*** Kepro cannot process NPI change requests. Please reach out to NDDHS to change after your request has been submitted at: dhsserviceauth@nd.gov ***

5. Who should I contact if I have questions about submitting requests or are having trouble with the Atrezzo provider portal?

*** please contact the Kepro UM nurses at ndumnurses@kepro.com ***